

**SIGN UP FOR OUR  
E-NEWSLETTER**

*If you would like to receive an electronic version of Concord Light's business customer newsletter, please send your e-mail address to [mmullin@concordma.gov](mailto:mmullin@concordma.gov) with "e-newsletter" in the subject line.*

*Many customers have told us they would prefer a paperless version of our newsletter for both convenience and to benefit the environment. We plan to introduce our e-newsletter for business customers later this year.*



*HAVE CENTRAL AC?*

## **Volunteers needed for pilot program**

Concord Light needs volunteers for a pilot program aimed at cutting Concord's peak demand, reducing the cost of electricity, and benefiting the environment.

Some 75 customers have already signed up for the pilot, which is scheduled to run this summer. To participate, you must have central air conditioning and/or a swimming pool. The program is voluntary and participants can opt out at any time.

Peak demand matters because some 15% of each bill relates directly to how much electricity Concord uses for just one hour the entire year. This peak demand hour typically occurs on a weekday afternoon between 1 and 4 p.m. after

consecutive hot summer days. Last summer, one third of Concord's peak demand was due to residential and commercial air conditioning.

If we can reduce electric use during that peak demand hour,

Concord benefits with lower power costs. Lower peak demand also limits the need to use our region's least efficient generating plants, so it bene-

fits the environment, too.

To cut peak demand, we are developing load management ideas that work with the Smart Grid infrastructure for minimal customer impact. Pilot programs such as this will help us learn which methods work best for all. For more details or to volunteer, contact Carole Hilton at [chilton@concordma.gov](mailto:chilton@concordma.gov) or call 978-318-3158.



## **Google Group: Another way to help**

Another way to help cut Concord's summer peak demand is to join Concord Light's **Concordians Addressing the Peak** (CMLP-CAP) Google Group. Join the group to get an e-mail when peak electric demand is predicted so you can voluntarily reduce your electric use for a few hours.

Last summer, some 265 CAP Google Group members received e-mail notification on only four occasions requesting a voluntary cutback in electric use at the approach of a predicted peak demand hour. As a result of their action, our annual wholesale power costs will drop more than \$150,000 beginning this June.

Existing group members are still on the list and need not rejoin this year. New members can join by sending an e-mail with the subject and body blank to: [Cmlp-cap+subscribe@googlegroups.com](mailto:Cmlp-cap+subscribe@googlegroups.com).

# briefs

## Happy Birthday, Concord Light!

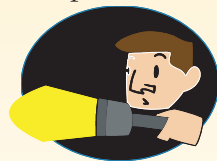
*On April 4, 1898, Town Meeting voters took control of Concord's electric service by deciding to establish a municipal Light Plant that was locally owned and locally controlled.*

*As a result, Concord Light is now one of 40 municipal utilities in Massachusetts, each independently owned by the communities they serve.*

*Because the people of Concord—not out-of-town investors—own Concord Light, all utility benefits flow back to our customers in the form of lower rates, better service, and other community advantages. It's an idea as powerful today as it was 113 years ago.*



**POWER OUT? LET US KNOW.** If you experience an unexpected power outage, call for help right away. Don't assume we already know about it. Call Concord Light during business hours at 978-318-3101, or the Concord Police after hours at 978-318-3400.



**UPDATE YOUR CONTACT INFO.** Please take a minute now to send us updated contact information for your business, including phone numbers and e-mail addresses. We need it to help schedule planned outages, verify outage restorations, and send other important messages. Send your company's contact information to [mmullin@concordma.gov](mailto:mmullin@concordma.gov) with "contact" in the subject line.

## Protect equipment from single phasing

Concord Light has a solid record of providing safe, reliable power for all our customers, including those who require three-phase electricity. However, no utility can guarantee that customers will always have continuous three-phase power.

Single phasing can unexpectedly occur for many reasons. Tree branches, lightning, or small animals such as squirrels, for example, can all cause a failure with one of the three

phases. That's why we encourage all commercial customers to make sure that measures are in place to protect motors and other devices from damage should single phasing occur.

If you do not already have single-phase protection in place, contact a qualified electrical contractor to discuss protection options such as circuit breakers, UPS systems, or installing a switch that will detect the loss of a phase.

## Underground conversion project update

Our 2011 work on Concord's long-term underground conversion project is underway.

Current work, to be completed in three phases over the next few years, will convert the overhead electrical system to underground and install an underground fiber system in these areas: Belknap Street from the railroad crossing to Elsinore Street, Brooks Street, Byron Street, Elsinore Street, Grant Street, Sudbury Road from the railroad crossing to Southfield Road, and Whittemore Street.

The first phase, scheduled for completion this September, will install electrical conduit in the pavement and shoulder area, and will also include transformer pads and secondary handhole locations. The next phase, set to begin this fall and continue into 2013, will install individual service conduit. The final phase, expected to start in the fall of 2013 and continue into early 2014, will install underground wires and remove the overhead system.

For more details and project updates, visit [concordma.gov/cmlp](http://concordma.gov/cmlp) and click the 2011 UG Conversion link, or call us at 978-318-3116.



**Concord Municipal  
Light Plant**  
Monday-Friday  
8:00 a.m. - 4:30 p.m.

1175 Elm St., P.O. Box 1029, Concord, MA 01742  
[www.concordma.gov/cmlp](http://www.concordma.gov/cmlp) • Tel (978) 318-3101 • Fax (978) 318-3105



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